



TRAINING AND FEE GUIDELINES AND DISCLOSURE

Please read the following carefully. If you decide to receive NeurOptimal® training with us, these policies will guide our work together.

1. Fees are due at time of service. Fees are paid at each session or in advance. We do not work with insurance or submit to third parties. We will give you a receipt and you can seek reimbursement as you see fit. There may be special discounts available for pre-payment of blocks of sessions. These pre-payments are not refundable, but may be transferred by mutual agreement. Please note however, it is always our decision whether to accept a particular individual for training or not.

2. Session length is about 50 minutes, so you will typically be in and out within the hour. It is not a problem if you arrive late, but the session will need to finish at its appointed time. We will work with you to provide the maximum training time we can in the time we have.

3. We have a 24-hour cancellation policy. If you cancel less than 24 hours before the start of your session, we ask you to be financially responsible for the session. This means you need to call before 24 hours before the start of the session (not the “night before”) to not incur charges, and it means the reason for your cancelation is not a consideration. While we can—and do—feel personally sympathetic to issues that can arise, please consider your booking like a concert ticket. Feel free to use it or not, as supports your best interests at the time.

4. We do not provide emergency coverage and may not be available for blocks of time, such as weekends or holidays. You are welcome to call us between 9 am and 10 pm any day of the week or email at any time, and we will get back to you as soon as we are able.

5. Fees for sessions are \$_____. Forms of payment we accept are: _____

Please sign below that you have read, understood and are able and willing to work within these guidelines.

Your Signature

Today's Date

Your Printed Name